

# TRICARE Prime Remote Program

## V. REPORTS AND CONTRACTOR REIMBURSEMENT

The contractor shall report ADSM TRICARE Prime Remote claims separately from other TRICARE claims.

**NOTE:**

*The contractor shall submit reports in tab delimited data flat file format.*

### A. Dollars Paid Reports

**1.** The contractor shall prepare reports (broken out by branch of service - *to include a break-out for Army National Guard claims*) that reflect government dollars paid for all ADSM TRICARE Prime Remote claims. The contractor shall submit these reports monthly to each Lead Agent and to each SPOC using the same schedule that the contractor follows in submitting other monthly reports to TMA. These reports shall reflect total care paid. For those data elements below that require a count, the contractor shall ensure that no workload is double counted.

**2.** The contractor shall prepare and submit aggregated quarterly reports to each Service Headquarters ([Addendum A](#)) no later than the tenth (10th) work day of the month following the close of each fiscal quarter.

**3.** Data elements to include in the reports are:

- a.** DMIS ID Code - TRICARE Prime Remote enrolled
- b.** Total Number and Dollar Amount of Claims Paid
- c.** Inpatient Dollars Paid - Institutional
- d.** Inpatient Dollars Paid - Professional Services
- e.** Outpatient Dollars Paid - Clinic Visits (Professional and Ancillary Services)
- f.** Outpatient Dollars Paid - Ambulatory Surgeries/Procedures – Professional Services
- g.** Outpatient Dollars Paid - Ambulatory Surgeries/Procedures – Institutional
- h.** Emergency Dollars Paid (inpatient, outpatient, institutional, noninstitutional)
- i.** Total Admissions/Dispositions
- j.** Total Bed Days/LOS
- k.** Total Ambulatory Surgeries/Procedures, including all Ancillary
- l.** Total Outpatient Visits, Excluding Ambulatory Surgeries but including all Ancillary
- m.** Other Items Paid

## B. Workload and Timeliness Reports

**1.** The Contractor shall produce monthly workload and timeliness reports for the TRICARE Prime Remote Program. If the Contractor has more than one regional contract, the contractor shall produce separate reports for each region in aggregate and by state. The reports cover the period beginning on the first day of the month and closing on the last day of the month. The reports are due on the tenth (10th) calendar day of the month following the reporting period.

**2.** The Contractor shall prepare a cover letter which shall identify the reports being forwarded, the period being reported, the date the cover letter is prepared by the contractor, and a contractor point of contact if questions arise regarding the reports.

### a. Workload Reports

The contractor shall prepare and submit a monthly TRICARE Prime Remote claims workload report to each *Uniformed Services Headquarters Point of Contact and* SPOC identified in *Addendum A (to include separate reporting for the Army National Guard)*. The contractor shall also prepare and submit a monthly regional TPR claims workload report to the Lead Agent and to the Chief, Contractor Evaluation Office, TMA, that shows the cumulative totals for all Services for the region. The following data shall be included in the workload reports:

- (1)** Beginning Inventory of Uncompleted ADSM TPR Claims
- (2)** Total Number of New ADSM TPR Claims Received
- (3)** Total Number of ADSM TPR Claim Information Forwarded to the SPOCs (after claim released for payment)
- (4)** Total Number of ADSM TPR requests for Fitness-for-Duty Determinations Forwarded to the SPOCs
- (5)** Total Number of ADSM TPR Fitness-for-Duty Determinations Returned by the SPOCs
- (6)** Total Number of Fitness-for-Duty Determinations Directing Care to Civilian Sources
- (7)** Total Number of Fitness-for-Duty Determinations Directing Care to Military Facilities
- (8)** Total Number of ADSM TPR Claims
- (9)** Total Number of *ADSM TPR* Claims Processed to Completion
- (10)** Total Number of ADSM TPR Claims Denied
- (11)** Total Number of ADSM TPR Claims Returned
- (12)** Ending Inventory of Uncompleted ADSM TPR Claims

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V.B.2.a.(12)

**NOTE:**

*Ending inventory of uncompleted claims must equal beginning inventory of uncompleted claims plus total number of new claims received minus total number of claims returned minus total number of claims processed to completion.*

**b. Timeliness Report**

The contractor shall prepare and submit to the Lead Agents; the Chief Operating Officer, TMA; and to the Chief, Contractor Evaluation Branch (CEB) at TMA-Aurora, one monthly report by region with the following data for all TRICARE Prime Remote claims processed to completion during the reporting period:

**(1) Claims**

*The contractor shall prepare and submit to the Lead Agent(s); the Chief Financial Officer, TMA; and to the Chief, Contractor Evaluation Office, TMA, a separate monthly cycle time and aging report for TPR claims, containing the same elements and timeliness breakouts as submitted for other TRICARE claims.*

**(2) Correspondence and Telephones**

The contractor shall report TRICARE Prime Remote correspondence and telephone inquiries with other TRICARE inquiries.

**C. TRICARE Prime Remote Claims Listing**

Throughout the period of the contract, the contractor shall have the ability to produce, when requested by TMA, an electronic listing of all TRICARE Prime Remote claims processed to completion for any given month(s) to substantiate the contractor's TRICARE Prime Remote vouchers to TMA. The listing shall include the following data elements: SPOC Referral Number, TRICARE Prime Remote DMIS-ID code, ICN, ADSM's SSN, and the date the claim was processed to completion.

**D. Contractor Reimbursement****1. Voucher Submissions**

The contractor shall submit separate vouchers for TPR claims. To distinguish a TPR voucher from a voucher for other TRICARE claims, the contractor shall utilize the specific Voucher Branch of Service codes mandated in the ADP manual for use in reporting such claims. The contractor is not required to submit a separate monthly workload report to TMA/Contract Resource Management. The contractor shall be reimbursed via Letter of Credit on a not-at-risk basis for the health care costs incurred for each TPR claim processed to completion, *according to the provisions in OPM Part One, Chapter 4.*

**2. Reserved**

Payment shall be made within thirty (30) calendar days after TMA/Contract Resources Management receives and accepts a billing voucher.

**3. Audits and Inspection of the Contractor's Records**

**a.** The contractor shall maintain a formal accounting system for all expenses and disbursements which meets the requirements of the Cost Accounting Standards Board. A complete record of all financial transactions shall be maintained for audit purposes.

**b.** The contractor's records and performance shall be subject to periodic inspection at the discretion of the TMA and/or any of the Service Project Officers. Such inspections shall be conducted either at TMA or at the contractor's facility in accordance with the provisions described in [OPM Part One, Chapter 3, Section I](#). The Service Project Officers will coordinate with TMA any audit or inspection of the contractor's records.

**c.** [TPR](#) claims shall not be included in the TMA monthly claims audit.